

OPERATIONS MANUAL

version 1.0
October 2005

Operations Manual Contents

Introduction	Page 3
Centre Details	Page 4
Detailed Index	Page 5
Manual Contents	Page 13

Appendices

Appendix A- Site Guide

Appendix A1 Convention Centre Building

Capacities

Rooms' Technical Specifications

Lifts and Service Lifts Dimensions

Appendix A2 Conference Building

Capacities

Rooms' Technical Specifications

Lifts and Service Lifts Dimensions

Appendix B- Regulations

General Conditions

General Regulations

Norms specific to Exhibition and Conference Rooms

Appendix C – Access Plans

Map of centre location in Barcelona

Public Access

Lorry Access

Nomenclature access plans

Appendix D- Building Plans

Plans by Levels

Room Plans with Measurements

Appendix E – Forms

Appendix F – Consulates and Embassies

Appendix G – Places of Worship

Appendix H – Other addresses of interest

Dear organiser,

The Barcelona International Convention Centre is honoured that you have chosen our installations to celebrate your event. Our staff are ready to offer you a high-quality service and we will do everything possible to make your event a complete success.

That is why we have created this Operations Manual. We would like you to read it in detail and use it as a reference guide. This Manual contains the information necessary to plan and carry out your event easily and in comfort.

The Manual isn't designed to replace our staff; if you have any doubts or would like further information about any of the points outlined in the manual, please get in contact with us; the Barcelona International Convention Centre team of professionals will be delighted to answer your questions and advise you on all matters, with the aim of making your event a success.

The information contained in this Manual is continuously updated with the aim of making it as complete as possible. For this reason we would like you to make sure that you are consulting the latest available version. All the versions contain a publishing date and the version number (October 2005 / v1.0).

The Barcelona International Convention Centre reserves the right to make as many changes as possible to this manual with the aim of keeping it up-to-date and adapted to the characteristics of the centre.

Thanks again for choosing the Barcelona International Convention Centre and giving us the opportunity to work together. We look forward to working with you, with the aim of putting on a magnificent event.

Best Wishes

GL Events CCIB, S.L.
October 2005 (V 1.0)

CENTRE DETAILS

Centre Address:

CCIB (Centre de Convencions Internacional de Barcelona)
C/ Rambla Prim, 1-17
08019 – Barcelona
Spain
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Fax: +34 93 2301001
Email: ccib@ccib.es
Website: www.ccib.es

Associations

The Barcelona International Convention Centre is a member of the following professional associations:

- Barcelona Convention Bureau
- ICCA
- AIPC

The Barcelona International Convention Centre is managed by GL events CCIB, S.L. and is a member of the GL events group (www.gl-events.com). The GL events group is a world leader in the management of events, managing companies in various countries such as: France, England, Spain, Italy, Portugal, Dubai, United States, etc., in all areas related to the management of events, such as: Audiovisual, Exhibition Centre Management, Marquees, Seating Stands, the Construction of modular and designed stands, Signage, Management of exhibition sites, etc.; amongst other institutions it is the provider for the COI, the festival of Cannes, main exhibition centres in the whole of Europe, etc.

DETAILED INDEX

Title	Page	Appendix
Access exhibition centre assembly/disassembly zone (Multiuse Room)	13	D - Building Plans
Access to the site	14	C - Access Plans
Accesses	14	C - Access Plans
Accommodation	15	H - Other addresses of interest
Accreditations	15	
Acoustics	15	
Additional stipulations	15	B - Regulations
Air-Conditioning	16	
Alarms	16	
Alcohol	16	
Anchorage points / rigging	16	
Approval of exhibition area plans	16	
Arms	17	
Assembly and Disassembly	17	
Assembly plans	17	
Assumption of risks on the part of the exhibitor	17	
Audiovisual Demonstrations	18	
Audiovisual Personnel	18	
Auditorium	18	A - Site guide
Auditorium grid	18	
Author's Rights	18	
Baby changing facilities	18	
Balloons	18	
Banners	18	
Banqueting Rooms	18	A - Site guide
Behaviour in the centre	19	
Behaviour of the exhibitors	19	
Board Rooms	19	A - Site guide
Boosting Sound	19	
Breaking / Ending contract	20	B - Regulations
Broadcast	20	
Bus and Coach parking	20	C - Access Plans
Buses	20	
Business Centre	20	
Cabling	20	
Capacities	20	A - Site guide
Car hire	20	H - Other addresses of interest

Care of the Building	21	
Carpets	21	
Cash points and currency exchange	22	H - Other addresses of interest
Catering	22	
Catering for exhibitors	22	
Ceilings	22	
Centre Design (Architecture and Interiors)	22	
Centre Location	22	C - Access Plans
Changes to furniture, accessories and graphics material	22	
Churches / Places of worship.	22	G- Places of worship.
Cleaning	23	
Cleaning of stands	23	
Climate control	23	
Cloakroom	23	
Communications-Networks-Telephony	23	
Competitions	23	
Compressed air	23	
Conditions of hire	23	B - Regulations
Conditions of payment of services to the exhibitor	24	
Conference rooms	24	A - Site guide
Configuration of site	24	A - Site guide
Connection Boxes	24	
Construction of stands	24	
Consulates and Embassies	25	F - Consulates and Embassies
Contracting Procedure	25	B - Regulations
Cooking on Stands	25	
Copyrights	25	
Corridors	25	
Couriers and Messenger services	26	
Credit cards	26	
Currency exchange	26	H - Other addresses of interest
Curtains and Drops	26	
Customs	26	
Customs declarations	28	
Damages	28	
Data Network	28	
Decoration and Lighting	28	
Dimensions	28	A - Site guide
Disabled persons	28	
Disassembly and Assembly	28	

Drainage	28	
Dressing rooms	28	
Drinks	28	
Electrical Connections	29	
Electrical Services	30	
Electricity	30	
Elevated work	30	
Elevators, Scissor lifts, Platforms	30	
Embassies and Consulates	30	F - Consulates and Embassies
Emergency Exits	30	
Emergency Services	30	
Entrances and exits	30	C - Access Plans
Environmental policy	30	
Equipment	30	
Escalators	31	
Evacuation	31	
Evacuation of the installations	31	
Evacuation plan	31	
Event Coordinator	31	
Exclusive services	31	
Exclusivity	31	
Excursions / Social programs	31	
Exhibition Information	31	B - Regulation
Exhibition zone toilets (Multiuse Room)	32	
Exhibitors	32	
Exits and entrances	32	
Exteriors	32	
External security services	32	
Filming and Photographs	32	
Fire safety regulations	32	
Fireworks	33	
First Aid	33	
Floor strength	33	A - Site guide
Flowers and Plants	33	
Forklift trucks	33	
Furniture	33	
Gangways, elevated walkways, auditorium grid	34	
Gas	34	B - Regulations
General Building Regulations	34	B - Regulations
General PA system	34	
Gifts	34	
GL events CCIB, S.L. Bank Account	34	

Graphic Materials	34	
Handling of merchandise	34	
Heliport	34	C - Access Plans
Hospitals	34	
Hotels	35	
I.T.	35	
Inflammable and dangerous materials	35	
Information on the event	35	B- Regulation
Information stands	35	
Information Technologies	35	
Inspection of objects and materials	35	
Inspection of the installations	35	
Installations for Disabled Persons	35	
Insurance	36	
Internal security services	36	
Internet	36	
Internet Connection	36	
Interpreters	36	
Keys	36	
Kitchens	36	
Lecterns	36	
Led screen (Plaza Forum)	36	
Legalising Electrical Installations	36	
Licences	37	
Lifts and Service Lifts	37	A - Site guide
Lighting	37	
Lighting Levels	37	
Links to the website	37	
Loading and unloading	37	
Loading and Unloading Zones	37	
Location	37	C - Access Plans
Logistical Operator / Transportation agent / Forwarding Agents	37	
Logos	37	
Lost Children	38	
Lost Property	38	
Luggage; cloak room	38	
Maps	38	C - Access Plans
Marketing and publicity	38	
Materials	38	
Medical Services	38	
Meeting Rooms	38	A - Site guide D- Building Plans

Merchandise manipulation services	38	
Message Board	38	
Methods of payment for services to the exhibitor	38	
Metro	38	
Microphones	38	
Mist	39	
Mobile Phones	39	
Mobile units	39	
Mobile units parking	39	
Modular stands	39	
Mosques/Places of worship	39	G- Places of worship.
Motor vehicles	39	
Moving machinery	39	
Multiuse Room	39	A - Site guide D- Building Plans
Music	39	
Network	39	
Noise	40	
Numbered seating	40	A - Site guide
Official Providers	40	
Ordering Services	40	
PA System	40	
Parking	40	C - Access Plans
Parking for exhibitors	40	C - Access Plans
Payment methods and credit cards	40	
Payments / Deposits	40	
Pharmacies	40	H - Other addresses of interest
Photographs	40	
Plans	40	D - Building plans
Plants and Ornamental Flowers	40	
Platforms	40	
Plaza Forum and Exteriors	41	
Plumbing	41	
Plumbing Services	41	
Police	41	H - Other addresses of interest
Porters	41	
Post	41	H - Other addresses of interest
Posters and Banners (placement)	41	
Presentations and Demonstrations	41	
Press / Public Relations	42	

Pricing policy	42	
Professional Conference Organisers	42	
Project Manager	42	
Projectors and Screens	42	
Propane	42	B - Regulations
Property	42	
Protocol / VIP	42	
Public Phones	43	
Public Transport	43	
Publication of Events	44	
Publicity, Marketing	45	
Pyrotechnics / Fireworks	45	
Reception	45	
Registration Area	45	
Responsibilities	45	B - Regulations
Restaurants	45	
Rigging	45	
Rooms' Configuration	45	A - Site guide
Satellite Transmissions	46	
Scaffolding/platforms/stages	46	
Scissor lifts	46	
Screens	46	
Seating	46	
Security	46	
Security cameras	46	
Service lift	46	
Shopping Centre	47	H - Other addresses of interest
Shows	47	
Sick Bay	47	
Signage	47	
Signs	47	
Simultaneous Translation	47	
Site capacities	47	A - Site guide
Site Guide	47	A - Site guide
Site rental period	47	B - Regulations
Smoke	47	
Smoking Policy	48	B - Regulations
Social events	48	
Social Programs	48	
Sound	48	
Sound Equipment in Exhibitions	48	

Sound Recording	48	
Special effects	48	
Special permissions	48	
Specific Exhibition Regulations	48	B - Regulations
Spray painting	48	
Stage dimensions	48	A - Site guide
Stage equipment	49	
Stage lighting	49	
Stages	49	
Stewardesses	49	
Storage	49	
Storage for Exhibitions	49	
Street lamp banners	50	
Subcontracted services	50	
Surcharges	50	B - Regulations
Taxi	50	
Technical Services	50	
Telephones	50	
Temporary Operators	50	
Terrace	50	A - Site guide
Tickets	50	
Tobacco/Smoking	50	
Toilets	50	D - Building Plans
Tram	51	
Transformers	51	
Translators	51	
Transport	51	
Travel Services	51	H - Other addresses of interest
TV/Radio Installations (Broadcast)	51	
VAT	51	
Vending	51	
Video conferencing	52	
Video Recording	52	
Video Signage	52	D - Building Plans
VIP	52	
VIP Room	52	A - Site guide D- Building Plans
Waste	52	
Waste collection	52	
Water and drainage	52	
Water dispensers	53	
WC (Toilets)	53	

Web	53	
Web Services	53	
Welding	53	E - Forms
Welding work	53	
Wheelchair	53	
WiFi	53	
Wireless Network	53	

CONTENTS OF THE MANUAL

Access exhibition centre assembly/disassembly zone (Multiuse Room)

(See appendix D – Building Plans)

The Exhibition Area or Multiuse Room is divided into 8 Areas.

Accesses to the Multiuse Room are as follows:

- Access E - Emergency Exits Puigcerda-Mar side: Not considered as a Loading - Unloading access, only an emergency exit, due to which it must be clear at all times. Occasionally may be used to take merchandise in or out by hand, having received special permission to do so 2 months before the beginning of the event. Discounting the antipanic bars its width is 1.6 m, meaning that in no case can lifts or mechanical means be used to manipulate merchandise in these accesses.
- Access F - Emergency Exits Puigcerda-Taulat side: Not considered as a Loading - Unloading access, only an emergency exit, due to which it must be clear at all times. Occasionally may be used to take merchandise in or out by hand, having received special permission to do so 2 months before the beginning of the event. Discounting the antipanic bars its width is 1.6 m, meaning that in no case can lifts or mechanical means be used to manipulate merchandise in these accesses.
- Access G – Ramp on Taulat Puigcerda side: this is the main merchandise entrance for the exhibition area, opening onto zone 2 of the Multiuse Room. It is 4.1 m high at the exterior door and is apt for vehicles with a maximum height of 3.70 m (due to the inclination of the ramp). The width of the exterior door is 4.7 m and the interior door, 4.3 m.
- Access H – Taulat Plaza Ramp, Forum side: this is the main merchandise entrance for the exhibition area, opening onto zone 4 of the Multiuse Room. It is 4.1 m high at the exterior door and is apt for vehicles with a maximum height of 3.70 m (due to the inclination of the ramp). The width of the exterior door is 4.7 m and the interior door, 4.3 m.
- Access I - Emergency Exits Forum-Taulat side: Not considered as a Loading - Unloading access, only an emergency exit, due to which it must be clear at all times. This access opens onto zone 6 of the Multiuse Room. Occasionally may be used to take merchandise in or out by hand, having received special permission to do so 2 months before the beginning of the event.
- Access J - Emergency Exits Plaza Forum-Sea side: Not considered as a Loading - Unloading access, only an emergency exit, due to which it must be clear at all times. This access opens onto zone 8 of the Multiuse Room. Occasionally may be used to take merchandise in our out by hand, having received special permission to do so 2 months before the beginning of the event.
- Access I-J – Sliding doors Plaza Forum side: in exceptional circumstances and with special permission it is possible to use this access, as long as the zones of the multiuse room which have to be crossed in order to arrive at the event area are free. In no case can the space in front of doors H and I be used (under the canopy) for loading, unloading or vehicle parking. The passenger vehicles access to the Plaza Forum is subject to special permission as it is a public space. Permission to use these doors and to cross the Plaza Forum with vehicles must be issued at least two months before the beginning of the event.
- Platform 2C: allows access from the underground car park loading and unloading dock to the Multiuse Room. Platform 2C opens onto Zone 1 of the Multiuse Room. Consult appendix A to see its dimensions.

- Platform 4C: allows access from the underground car park loading and unloading dock to the Multiuse Room. Platform 4C opens onto Zone 7 of the Multiuse Room. Consult appendix A to see its dimensions.
- Platform 3C: allows access from the underground car park loading and unloading dock to the Multiuse Room. Service lift 3C opens onto Zone 3 of the Multiuse Room. Consult appendix A to see its dimensions.
- Lift 2A: occasionally and with prior authorisation this lift can be used for small packages and materials. This lift allows access from the underground car park-loading and unloading dock to the Multiuse Room. Lift 2A opens onto Zone 1 of the Multiuse Room. Consult appendix A to see its dimensions.
- Lift 4A: occasionally and with prior authorisation this lift can be used for small packages and materials. This lift allows access from the underground car park-loading and unloading dock to the Multiuse Room. Lift 4A opens onto Zone 7 of the Multiuse Room. Consult appendix A to see its dimensions.

In case of any doubts regarding accesses to the centre get in touch with the centre's Project Manager or with the logistics department.

Access to the site

(See appendix C – Access Plans)

The Client is obliged to provide the event coordinator with the make and number plate of the vehicle before accessing the Convention Centre, as well as with the DNI / or Passport details of the vehicle's occupants.

In case of any doubts regarding accesses to the centre get in touch with the centre's Project Manager or with the logistics department.

Vehicle access to Barcelona International Convention Centre

- Cars: access to the underground parking via sea road, exit 25 northern carriageways, exit 24 southern carriageways, follow signs to the shopping centre ('Centro Comercial'), first door on the right.

- Lorries or freight vehicles: access to the underground loading and unloading dock from the sea road, exit 25 northern carriageway, exit 24 southern carriageway, follow signs to the shopping centre ('Centro Comercial'), first door on the right. (Access door measurements: 4.10 x 5 m height x width).

In case of any doubts regarding accesses to the centre get in touch with the centre's Project Manager or with the logistics department.

Vehicle access to FORUM Building

- Lorries or freight vehicles: underground loading and unloading access from the sea road, exit 25 northern carriageway, exit 24 southern carriageway.

Door measurements: 6.10 m x 4.60 m (width x height).

In case of any doubts regarding accesses to the centre get in touch with the centre's Project Manager or with the logistics department.

Accesses

(See appendix C – Access Plans)

CONVENTION CENTRE BUILDING

The Convention Centre has four main entrances: A, B, C and D

Entrance A, accessed from the Forum Building, is located on the left side of the building, in front of the Forum Building.

Entrances B and C, are located on the main facade of the building opposite the sea road and the sea.

Entrance D, accessed from Puigcerdà street, is located on the right hand side of the building.

Access for people

- Puigcerdà Street, access Door D
 - CCIB staff
 - Visitors
 - Subcontracted staff
 - Event organiser personnel
 - Couriers

The Barcelona International Convention Centre offices (GL events CCIB, S.L.) are located on this side of the building and are accessed via this door, D.

Access D can also be used for events, and has a 9.5 m fixed accreditation desk, and 3 double emergency doors.

- Plaza Forum, access Door A situated on the left hand side of the building.

The natural entrance from the Plaza Forum, used according to the event; it has an 8.70 m fixed accreditation desk.

The access comprises 4 double stainless steel doors, with intermediate hall to avoid drafts.

- Doors B and C according to the event, comprise 2 accesses, each of which consists of 3 automatic doors, with presence detection.
- From the Forum Building, access via underpass.

FORUM BUILDING

Access for people

The Forum Building has a direct access from the Plaza Forum, making it possible to access the main Auditorium Foyer via some stairs.

A security and/or accreditations checkpoint can be set up at this access point, and accreditations can also be set up in the main Auditorium Foyer. (This provision will be made available according to the requirements of each event).

From the Convention Centre, it is possible to access the Forum Building Auditorium via an underpass.

Accommodation

(See appendix H – Other addresses of Interest)

Accreditations

(See Registration Area)

All personnel inside the Barcelona International Convention Centre must be correctly accredited; the organisers will deliver a copy of their accreditations to the Barcelona International Convention Centre.

The organisers will provide everybody who has to access the Barcelona International Convention Centre installations during the period of assembly, the event and disassembly, with the appropriate accreditations.

Acoustics

The Barcelona International Convention Centre has been designed to provide ideal acoustics for all types of events.

All the areas are designed to give excellent sound levels and acoustic insulation.

The walls (fixed and movable), floors and ceilings of the centre have acoustic insulation that allows for a perfect soundproofing of the rooms, as long as we are working within Standard parameters.

Consult the technical specifications of the rooms in Appendix A to find out the Sound provisions for each room.

Additional stipulations

(See appendix B – Regulations)

Air-Conditioning

All of the Barcelona International Convention Centre's rooms and installations have air conditioning (cold air and hot air).

The air-conditioning is designed to maintain a comfortable temperature in all of the rooms; this temperature will be fixed at around 22°C (21°C-23°C). The temperature of the rooms will be fixed from a central control room due to which if for any reason the organiser needs a specific temperature, they must communicate this to their Project Manager to make sure that this temperature can be programmed into the system.

In the Multiuse Room the air-conditioning only works during the days that the event is celebrated; if the organiser wishes to have this services during the days of assembly and disassembly they must communicate this to their Project Manager, who will prepare an estimate of the cost that this will entail. This estimate will be presented to the organiser for their acceptance.

Alarms

The Barcelona International Convention Centre has a system of alarms connected to the central control system.

Alcohol

Spanish law prohibits the consumption of alcohol for those under 16 years of age. In any case the private sale of alcohol is forbidden within the site; we would like to remind you that catering services are provided exclusively by the Barcelona International Convention Centre, and only the official Catering Service (CCIB Catering), may offer these services.

Anchorage points / rigging

(See Rigging)

Approval of exhibition area plans

Prior to the commercialisation of the exhibition spaces, the organiser must issue the Barcelona International Convention Centre with a plan detailing the implementation of the stands and/or zones, for approval. This plan must comply with the following conditions:

- The plan must be to scale.
- It must contain the dimensions of the stands (width and length), as well as the corridors.
- It must be drawn over the original plans of the building (AutoCAD).
- It must comply with safety regulations, and leave all the doors free and accessible, as well as the emergency exits, and the fire prevention equipment.

Once the Barcelona International Convention Centre has obtained and approved the plan, the organiser can proceed to its commercialisation.

Any change made to the plan must be approved by the Barcelona International Convention Centre.

If the plans are not sent, or if changes are made without notification and approval by the Barcelona International Convention Centre, then the Barcelona International Convention Centre will not guarantee that the exhibition may take place, as it is possible that safety regulations are not being complied with.

When designing the plans it is important to observe the General Health and Safety at Work Regulations, the NBE CPI/96, the General Regulations for the Policing of Public Spectacles

and Leisure Events, 2816/1982, the Municipal Fire Regulations, and the Barcelona Council Regulations for establishments with public attendance.

Arms

Access to the site is not permitted with any type of weapon, whether these are knives (knives, penknives, etc....) or firearms.

If the presence of any type of weapon is detected, the building's security services will remove it and hand it over to the appropriate authorities.

If for any reason the presence of weapons is required during the event, the appropriate authorisation must be requested a minimum of two months in advance from the Barcelona International Convention Centre, accompanied by the appropriate accrediting licences and permissions. The Barcelona International Convention Centre reserves the right to concede this authorisation depending on the circumstances.

Assembly and Disassembly

The arrival of merchandise at the centre is not permitted before the beginning of the event-assembly. If it is necessary to store or send merchandise before this period, you must contact our official provider of Manipulation of Merchandise (See Storage). In the same way, once the event-disassembly has finished, the site must be left free of merchandise. If you need to store any material you must contact our official provider of Movement of Merchandise.

Any merchandise that arrives at the Barcelona International Convention Centre before the assembly period will be rejected. We would also like to remind you that the Barcelona International Convention Centre personnel would not receive any type of merchandise, due to which the organisers and/or exhibitor must be present to receive all merchandise.

If any merchandise is left on site after the end of the event, this will be destroyed, with the understanding that it has been abandoned and that the organiser and/or exhibitor has no desire to collect it; any cost associated with this destruction will be billed to the organiser.

To resolve any doubts consult your Project Manager or the logistics department.

Assembly plans

(See Approval of exhibition area plans/passageways)

The Barcelona International Convention Centre will receive event plans from the organiser, showing all the elements that are going to be implemented. These plans must comply with current regulations.

All the indications outlined in "Approval of exhibition area plans" are applicable to plans for any event, whatever its nature.

Assumption of risks on the part of the exhibitor

The exhibitor is conscious that by the nature of the events, and of the site, that they themselves must take responsibility for the security of their stand and the exhibited materials, due to the circulation of a large number of people, the number of exhibitors, stands and the quantity of material exhibited.

The exhibitor must assume the risks derived from their merchandise, displays, and any other material placed on their stand, in their general storage or in any other area of free access to other exhibitors.

The organisers must contract general security services from the Barcelona International Convention Centre for the areas used for the event, both during the day and night, from the first day of assembly until the last day of disassembly.

The Barcelona International Convention Centre security personnel cannot accept any work or mission of any type from the exhibitors. The Barcelona International Convention Centre

accepts no responsibility for any orders given or taken in defiance of this provision. If an exhibitor considers that it is necessary for their stand in particular to be guarded, they may contract this service from the Barcelona International Convention Centre.

The exhibitor must take charge of watching over their stand and the exhibited goods during exhibition hours, as well as during the assembly and disassembly periods. It is recommended that exhibitors pay particular attention to their exhibited goods during the periods of assembly and disassembly of their stand.

Objects of value that may easily be taken should be locked away at night.

Audiovisual Demonstrations

(See Copyrights)

Audiovisual demonstrations, especially those carried out in communal zones, and exhibition zones, must always be kept within sound levels that do not disturb neighbours. The maximum sound emissions limit is 3 dB. Above the level of background noise, as measured at the foot of the stand.

Audiovisual Personnel

The Barcelona International Convention Centre has its own technicians on its staff; these technicians are specialised in all audiovisual fields: audio, video, simultaneous translation, broadcast, rigging, etc.; consult your Project Manager and/or our Audiovisual Department. The Barcelona International Convention Centre has its own latest generation audiovisual media, making it possible for us to give very high quality service at highly competitive prices. Consult our audiovisual department in order to find out more about our range of equipment and services, amongst which we would like to highlight simultaneous digital translation, latest generation video projectors, plasma screens, etc.

Auditorium

(See appendix A – Site Guide)

The Barcelona International Convention Centre has an auditorium for 3155 people; consult the technical specifications of the Auditorium in Appendix A for more information.

Auditorium grid

(See Gangways, elevated walkways, auditorium grid)

Author's Rights

(See Copyrights)

Baby changing facilities

The Barcelona International Convention Centre toilets do not have baby changing facilities; if the organiser needs these they must request this from their Project Manager who will provide them with the information that they need in this respect.

Balloons

The distribution of helium balloons is not permitted in the interior of the Barcelona International Convention Centre. If any type of balloon is found in the Barcelona International Convention Centre roof, these will be removed at the organisers cost; this cost will include labour and the hire of the necessary mechanical equipment (lifts).

Inflammable gases may not be stored on site.

Banners

(See Posters and Banners)

Banqueting Rooms

(See appendix A/C – Site guide/Maps)

The Barcelona International Convention Centre has a marvellous Banqueting Hall.

This is located on floor 2 (P2), with sea views and a terrace. Consult the technical specifications in Appendix A for more information.

Behaviour in the centre

The event's organiser will take responsibility for the actions of all their staff, whether directly contracted or subcontracted, as well as for the event's assistants, during their time in the Barcelona International Convention Centre.

The organiser will take care to ensure that there are no incidents in the centre; if any type of incident is detected, they must automatically inform the Barcelona International Convention Centre.

The Barcelona International Convention Centre has BEHAVIOUR REGULATIONS for the staff that works in the centre, with the aim of guaranteeing the centre's perfect operation.

These regulations are as follows:

- The permanent use of personal identification inside the buildings is obligatory; it should be worn and easily visible.
- The meeting rooms and their services (lavatories, etc.) are exclusively for the use of our clients.
- Smoking is not allowed inside the building.
- Please try to make as little noise as possible, avoiding shouting and/or running in the corridors.
- To get around the building only the service lifts, service stairs and passageways should be used, as the lifts and the escalators are exclusively for the use of the clients.
- It is forbidden to walk around the building with food and drink, as well as to ingest these, except in the eating areas designated as such by the appropriate manager.
- Moving between the two buildings (Forum and Conventions Centre) must take place using the Technical Walkway. The Clients Walkway may not be used except in specially authorised circumstances.

A document with all of these regulations is given to all staff that work in the Barcelona International Convention Centre, which must be signed. An example of this form can be seen in Appendix E

Behaviour of the exhibitors

The exhibitor is responsible for their stand at all times.

All acts of publicity, promotion and/or demonstrations, must be centred on their stand, and not affect neighbouring stands. No exhibitor may impede or block vision and access to the stands of other exhibitors, and all of their material must be kept at all times within their stand; it is completely forbidden to use the passageways as an exhibition zone.

The Barcelona International Convention Centre reserves the right to take any element out of the passageways that blocks their use, as well as to limit the demonstrations and/or acts that by their nature are considered to be causing problems for other exhibitors, without the exhibitor and/or organiser being able to make any claims with respect to this action.

The maximum sound emissions limit for each exhibitor will be 3 dB. above the level of background noise, as measured at the foot of the stand.

Board Rooms

(See appendix A/C – Site guide/Maps)

The Barcelona International Convention Centre has a large number of different capacity boardrooms. Consult the technical specifications in Appendix A for more information.

Boosting Sound

Consult the technical specifications of the rooms in Appendix A to find out the Sound systems available.

If due to the nature of your event you need to boost the sound in the rooms, consult our audiovisual department.

Breaking / Ending contract

(See appendix B – Regulations)

Broadcast

(See TV/Radio Installations)

Bus and Coach parking

(See appendix C – Access Plans)

There are two options close to the centre for parking coaches:

- BSM: C/ Garcia Faria car park on the corner of C/ Josep Pla
- Regesa (Park & Ride), next to the Forum building

Buses

(See public transport)

Business Centre

The Barcelona International Convention Centre has no fixed Business Centre, as the magnitude of the building and the different events organised within it make it unadvisable to create one fixed space.

If you require a Business Centre consult your Project Manager who will advise you on the location of this, its equipment and costs.

Cabling

The Barcelona International Convention Centre provides and administers the building's cabling network. The cabling system is designed to reach all points of the centre and allows all of these points to be interconnected with other points of the building via a patching system.

The system allows for the creation of internal Networks, V-Lans, private networks, up to 100 Mega bits internet access, Video and/or Audio transmission from one room to another in the Barcelona International Convention Centre, etc.

All the rooms have a communications rack, which integrates data, voice and video. The centre has a fibre optic backbone.

The centre also has a WI-FI network for Internet Access.

To resolve any doubts about the centres connectivity, consult your Project Manager or the IT department.

Capacities

(See appendix A – Site Guide)

The event organiser is responsible for making sure that the capacity of the rooms and of the site is not exceeded at any time.

The maximum capacity of the site is 21,140 people distributed as follows:

PS+M0	540
PB	12,300
M1	500
P1	5,800
M2	960
P2	2,400

The total of the last three areas (P1+M2+P2) must never exceed 7,800 people.

Car hire

(See appendix H – Other addresses of Interest)

Care of the Building

Before the beginning of the event a joint inspection will be made (Client + Barcelona International Convention Centre) of the building, noting any imperfections discovered, after which a building handover report would be drawn up.

Once the event has finished a second joint inspection (Client + Barcelona International Convention Centre) of the building will take place, to observe the final state of the building, and any new defects that are detected will be noted in a building reception report, with these being repaired at the cost of the organiser.

If the organiser detects incorrect use of the building on the part of the Barcelona International Convention Centre personnel, the Project Manager must be informed immediately, so that the corresponding report may be made.

Making holes, screwing into, sticking or nailing to the walls, ceilings, floors or columns of the centre is forbidden.

The walls, columns and general infrastructure of the Centre, as well as their general technical installations must not support loads brought about by the decoration or construction of the stands and/or the decoration of the event.

It is forbidden to alter or modify the natural state of the centre, to paint, make holes in walls and/or floors, to fit carpets or any other construction elements. This is a direct responsibility of the organisers/exhibitor, who will be responsible for repair costs that may be derived from not fulfilling the above-mentioned stipulation. The Barcelona International Convention Centre reserves the right to take the necessary legal actions that may be derived from not complying with this norm.

The construction of channels, anchorages or other construction modifications is forbidden. Exhibition spaces must not be covered with paint or adhesive.

Covering the exhibition spaces can only be carried out via the placement of platforms, or the use of carpet that stays firm through its own weight on the floor or via double sided sticky tape, which must be removed by the organiser/exhibitor once the event has finished.

The use of mortar or any other type of material such as plaster, cement, adhesive, etc is forbidden. It is also forbidden to put in nails using hammering tools and to paint using spray guns.

Any possible damages caused by the organisers, their exhibitors or their delegates to walls, installations, etc. will be repaired by the Barcelona International Convention Centre at the cost of the organiser.

The entry of vehicles to the interior of the Barcelona International Convention Centre is not permitted except those that have been specifically authorised by the Centre.

Carpets

The carpet used will be non-flammable and certified to European Standard M2.

In order to place the carpet on the floor double-sided sticky tape must be used, with blue polyethylene material for smooth floors. The characteristics of this double-sided sticky tape are as follows:

Thickness: 0.16 mm.

Material: Blue Polyethylene

Adhesive: Acrylic

Adhesive removable side: 4 Newton/25 mm.

Adhesive normal side: + 20 Newton/25 mm.

Breaking stretch: 214%

Resistance to traction before breaking (with the 214%): 26 Newton

You may consult the colour of the carpet of the different rooms in the centre by consulting the technical specifications of the rooms in appendix A of this Operations Manual.

Cash points and currency exchange

(See appendix H – Other addresses of Interest)

In the Diagonal Mar shopping centre (www.diagonalmar.com) you can find various cash points, as well as a branch of the Santander Central Hispano bank (+34 93 3562312) on the third floor and a branch of the Kutxa bank (+34 93 3562350) on the first floor. The centre opens from Monday to Saturday from 10:00 a.m. to 10:00 p.m.

Catering

The catering service is exclusive to the Barcelona International Convention Centre.

CCIB Catering provides these services exclusively, and is able to provide every type of service that you may need for your event: coffee breaks, meals, dinners, picnics, direct service to exhibitors, etc.; contact us to find out about the different options available.

CCIB Catering has kitchens, stores, cold stores, and all other types of complimentary installations in the Convention Centre, allowing for the provision of a very high quality service able to constantly respond to the needs of our clients.

Catering for exhibitors

The catering service is exclusive to the Barcelona International Convention Centre.

CCIB Catering provides these services exclusively, providing services to the exhibitor, either directly and/or via the organiser.

Ceilings

All the rooms have acoustic ceilings; in the majority of cases the sound system has been installed in the ceiling.

Under no circumstances is it permitted to hang any type of material from the ceilings.

It is only permitted to hang elements from the rigging points provided for this (See rigging).

Centre Design (Architecture and Interiors)

The Barcelona International Convention Centre consists of two buildings: the Conventions Centre and the Forum building; both buildings are the work of distinguished architects.

The Barcelona International Convention Centre permits no type of action that interferes with the design of the buildings, or its original decoration; it is also forbidden to modify any element belonging to the building. It is also important to repeat that it is expressly prohibited to take any action on the suspended sculpture that decorates the main Foyer of the Conventions Centre.

Centre Location

(See appendix C – Access Plans)

(See Location)

Changes to furniture, accessories and graphics material

The movement and/or change of furniture, accessories and graphic materials belonging to the Barcelona International Convention Centre is totally forbidden; if for any reason the organiser needs to make any type of alteration in this respect, they must request written permission from the Barcelona International Convention Centre, no less than two months in advance of the event.

Churches / Places of worship.

(See appendix G – Places of Worship)

Cleaning

The Barcelona International Convention Centre takes charge of the cleaning of the communal zones, these being the stairs, passageways, lifts, toilets, etc.

This service does not include the cleaning of stands or the removal of packaging or waste from these.

Additional cleaning necessary for your event will be provided exclusively by the Barcelona International Convention Centre and charged to you at the current applicable rate. Once the brief for your event has been received, a cleaning estimate will be prepared including the minimum services that guarantee the effectiveness of this service for your event; you are then obliged to contract these minimum services. The organiser can request additional cleaning services above these minimum services, if they deem this convenient.

Cleaning of stands

The cleaning of the stands must be contracted either by the organiser or the exhibitor, as this is never included.

Once the event is finished the organiser and/or exhibitor must hand over the area where the stand was located free of any rubbish and in the same conditions in which the area was received; if this is not the case the Barcelona International Convention Centre can carry out the cleaning of the area and subsequently charge the event's organiser for this.

Climate Control

(See Air-Conditioning)

Cloakroom

(See Luggage; Cloakroom Service)

Communications - Networks – Telephony

(See Cabling)

The Barcelona International Convention Centre has its own data, telephony and video-audio network.

The cabling system is designed to reach all points of the centre and to allow any of these points to interconnect with other points of the building via a patching system. This system allows for the use of any data or telephony system.

Regarding telephony, the Barcelona International Convention Centre has its own system that can be configured according to the needs of the organiser, with the characteristics that they need: direct number lines, internal extensions, call restrictions, user groups, answering machine, fax lines, analogue lines for modems, etc.

The Barcelona International Convention Centre also has a WIFI telephony system, for the use of Barcelona International Convention Centre staff within the Centre. These telephones have reception across the entire site. The organiser can request WIFI terminals for their own use.

To resolve any doubts consult your Project Manager or the IT department.

Competitions

Any competition, raffle, or random game that is to be carried out, must have been granted prior authorisation from the Department of Games and Shows, and is subject to the Raffles and Random Games Regulations and any other applicable regulations.

Compressed air

The Barcelona International Convention Centre installations do not have a fixed compressed air supply.

If for any reason compressed air is required, this must be provided by individual compressors; consult your Project Manager if this is the case.

Conditions of hire

(See appendix B – Regulations)

Conditions of payment of services to the exhibitor

100% of the services have to be paid for 20 days before the beginning of assembly.

All the requested services have to be accompanied by a copy of the payment in order to process the corresponding request.

The exhibitor must complete the request forms with all the details requested in order to pay for the services (company, address and Tax I.D: code-).

The Barcelona International Convention Centre reserves the right to cancel all services that have not been paid for in the indicated period. 16% VAT will be applied to all services. Catering incurs 7% VAT.

Conference rooms

(See appendix A/C – Site guide/Maps)

The Barcelona International Convention Centre has a large number of different capacity conference rooms. Consult the technical specifications in Appendix A for more information.

Configuration of site

(See appendix C – Plans)

The Barcelona International Convention Centre site consists of two main buildings: The Conventions Centre and the Forum Building connected by an underground connection walkway.

Connection Boxes

There are collection boxes in the entire centre. Depending on the areas these contain different suppliers of electricity, data, audiovisual cabling, etc.; consult the room's technical specifications in Appendix A and the AutoCAD plans to find your exact location.

To resolve any doubts about the centre's connectivity, consult your Project Manager or the maintenance department.

Construction of stands

The place assigned to a stand only includes this space; it is obligatory to construct a stand that is visually agreeable in its entirety.

The construction of a stand on the rented exhibition floor is a basic requirement. The Barcelona International Convention Centre is empowered to oblige compliance with the above point for companies that have not put up a stand. In no cases may the walls of neighbouring exhibitors be used.

The use of platforms is advised, especially if your stand has a water supply, drainage and compressed air and/or multiple electrical sockets.

The existence of constructive or decorative elements that protrude into the passageways is forbidden in all cases.

All stands whose floor level raises more than 50 cm. above floor level will have to present the appropriate certificate signed by a competent technician.

Stands with two floors are obliged to present a plan (description and 1:200 scale plans) drawn up by a competent technician, and approved by the appropriate licensed professional, including the works Manager details, and complying with regulation NBE-CPI/96. Windows in the upper part of each floor will be a minimum of 0.5 cm. thick and laminated.

In no case will the construction of stands with floors or the exhibition of heavy materials be authorised without the appropriate authorisation from the Barcelona International Convention Centre. Consult the technical specifications for each Room in Appendix A to find out about the floors' resistance.

Both for single storey and multiple storey stands, the height may not exceed 10m in areas 1 to 3 of the Multiuse Room and 4.5 metres in areas 4 to 8. It is recommended that stands should not be higher than 4.5 m in any of the areas, in order to obtain a more harmonious look in the exhibition area.

All the stands with platforms must have an access ramp for disabled persons.

Intermediate walls between stands must have the rear part correctly prepared and with no publicity.

The exhibitors are asked to design their stands with the greatest transparency possible with the aim of obtaining a general effect of space and not affecting other exhibitors. As a result, we recommend leaving a minimum of a third of the length of each facade open or as glass.

The Barcelona International Convention Centre makes great efforts to provide all events with an image that matches the levels of quality and professionalism of the centre. With the aim of preserving these parameters, we request that the exhibiting companies take the greatest possible care in designing the construction projects, paying particular attention to the aesthetic aspects that bring dignity to the global image of the rooms.

Consulates and Embassies

(See appendix F – Consulates and Embassies)

Contracting Procedure

(See appendix B – Regulations)

Cooking on Stands

It is totally forbidden to cook on the stands.

Copyrights

If your event/stand offers music or film projections, the intellectual property rights of all types that may be applicable will be the direct responsibility of the organiser/exhibitor with regard to the appropriate authorities.

Corridors

(See Approval of exhibition area plans)

Passageways must always be a minimum of 3m wide. Nothing may be placed in these passageways, which may cause an obstacle; if this is the case the Barcelona International Convention Centre will be empowered to remove these obstacles.

When designing your spaces you must take into account the following indications, which make up a generic summary of the regulations to be applied:

- The minimum measurement of secondary passageways is 3 m.
- It is not possible to have more than 20 linear metres of construction without passageways.
- The nearest emergency exit cannot be more than 50 m away.
- The emergency exits, safety equipment and fire prevention elements must always be visible and accessible.

- The main passageways, and those that face the emergency exits, as well as the external border passageways must be a minimum of 4 m wide, and the passageways that see most movement must be 5m wide.
- When it comes to an evacuation we calculate for 1 linear metre to evacuate 200 people.
- The plan must be reviewed by the Barcelona International Convention Centre before it is commercialised.

Remember that when you are designing the implementation plans, you must comply with General Health and Safety at Work Regulations, NBE CPI/96, the General Regulations for Policing Public Spectacles and Leisure Events 2816/1982, Municipal Fire Regulations, and the Barcelona Council Regulations for establishments with public attendance.

Couriers and Messenger services

The delivery of messenger and courier material must include complete references: the name of the event, the contact person, contact telephone number, and the material must only be sent to the event during the days that the event lasts.

The Barcelona International Convention Centre personnel will not receive any type of material. If it is not possible to locate the person that is to receive this material, it will not be dispatched.

Credit cards

(See Payment methods and credit cards)

Currency exchange

(See appendix H – Other addresses of Interest)

(See Cash points and currency exchange)

Curtains and Drops

Any type of curtain, material and/or covering installed, must be fireproof to the minimum European Standard M2.

The materials must be originally fireproof, and the appropriate certificates must be presented upon request by the Barcelona International Convention Centre.

Customs

Any material that does not proceed from a European Community country must be taken through the appropriate customs by a transport company.

The materials and merchandise coming from non-European Community countries sent to the Barcelona International Convention Centre without freely practised dispatch procedures, must be formally documented with European Community Transport (T.1), Interior Transport forms issued by another European Community Customs or with an A.T.A. Card (Article 673 of European Community Regulation no. 2454/93 of 02/07/93, Chapter 5º, Section 2ª, Subsection 1, letter B).

If the type or class of merchandise sent requires that these be included in or subject to the control of the Department of Health, Veterinary Health, SOIVRE and/or phytosanitary controls, then current legislation will apply, and these controls will be carried out before the exhibition of merchandise.

Once the event has finished and before the removal of merchandise, the exhibitor must present customs with a document declaring the samples, brochures and marketing material that have been handed out and originated from non-European community countries and which they still have within their power.

The removal of non-European Community materials and merchandise will be carried out by a Transport Company and/or Customs Agent, once the event has finished.

If the exhibitor decides to definitively import the material and has an importation license to do so, in the case that the origin and/or nature of the merchandise requires it to be so, their Transport Company and/or Customs Agent will handle the dispatch of the materials.

The exhibitors must deal with customs via a licensed Customs Agent, unless they have prior authorisation to deal with them directly.

They must, before the arrival of the merchandise, advise their Customs Agent on the reception of the merchandise in the Barcelona International Convention Centre, so that their representatives can prepare the documentation to be presented within the authorised period of time.

The Customs Agents, representing the Exhibitor, will present the Declaration of Entry on the first working day following the arrival of the merchandise and, in any case, before the event's end date.

Once the event has finished a period of three working days will be available to complete the temporary importation period.

The Customs Service does not allow the presentation of Entry Declarations once the event has finished. If in exceptional circumstances a Declaration is presented outside of this period, the Intervention Service will impose a legal sanction for non-fulfilment of this period.

The lack of documented merchandise in Exit Transport (T.1), A.T.A. Card or the Dispatch to Consumption Declaration, will give rise to the commencement of an Act of Rescission to claim the corresponding rights and taxes.

In the same way, the removal of merchandise without the cancellation of the Temporary Importation will give rise to a legal action to obtain the appropriate rights and taxes.

In no circumstances will the Barcelona International Convention Centre receive or store any type of material, this being the responsibility of the organiser, exhibitor and/or customs agent who will take charge of the reception and later removal of the various materials within the period of the event's celebration (assembly, celebration and disassembly); any advance or change in these periods may lead to extra charges for the organiser, exhibitor and/or customs agent, due to the extension of the hire period of the site.

As such, once the disassembly period is over according to what has been established for each event, the organiser, exhibitor and/or customs agent will transfer the merchandise to a store or to a duty-free zone, at their own cost.

The controls that need to be carried out by the Department of Health, Veterinary Health, SOIVRE and phytosanitary controls will always be in line with current legislation.

For the clarification of any issue related to customs please get in touch with your Transport Company, Customs Agent or the Barcelona International Convention Centre's official transport company:

RESA INTERNACIONAL EVENTS, S.L.
C/Botánica, 62
Entrada de Mercancías Recinto Ferial Montjuïc 2
Apartado de Correos 2045
08908 – Hospitalet de Llobregat (Barcelona)

www.resainternacional.com
Email: info@resainternacional.com
Tel: +34 93 233 47 45
Fax: +34 93 263 18 94

Customs declarations

(See Customs)

Damages

(see Care of the building)

The organiser is responsible for damages caused to the building, either directly on their part, by contractors, assistants, or by any other person and/or organisations related to the event. These damages will be repaired by the Barcelona International Convention Centre at the cost of the organiser.

Data Network

(See Cabling)

Decoration and Lighting

The organisers should note that special decoration and lighting of the Barcelona International Convention Centre spaces is not included in the hire.

The Barcelona International Convention Centre can provide special decoration and lighting services; please get in touch with your Project Manager or with the audiovisual department if you require these services.

Dimensions

(See appendix A – Site Guide)

Disabled persons

The Barcelona International Convention Centre is a building adapted for disabled persons, and has no architectural barriers; all the public spaces in the Barcelona International Convention Centre are adapted for disabled persons.

The Barcelona International Convention Centre has two wheelchairs available. (See Wheelchairs.)

Disabled persons (installations)

(See installations for disabled persons)

Disassembly and Assembly

(See Assembly and Disassembly)

Drainage

(Sea Water and Drainage)

Dressing rooms

(See appendices C/D - Maps)

The auditorium of the Forum building has dressing rooms, on the first floor.

Drinks

The catering service is exclusive to the Barcelona International Convention Centre.

The Barcelona International Convention Centre provides these services exclusively via CCIB Catering, and is able to provide the drinks service that you need for your event, exhibition, direct service for exhibitors, etc.

CCIB Catering has kitchens, stores, cold stores, and all other types of complimentary installations in the Barcelona International Convention Centre, allowing for the provision of a very high quality service able to constantly respond to the needs of our clients.

Electrical Connections

Due to safety reasons and regulations all the electrical installations (main supply boxes) will be set up by the official Barcelona International Convention Centre provider, and each electrical installation must be granted legal status and certified.

All installations will be set up in accordance with current LOW TENSION ELECTROTECHNICAL REGULATIONS AND COMPLIMENTARY NORMS, by an Official Installer authorised by the Industrial Services of the Catalan Local Government, who will make out the corresponding report.

All the stands must request the electrical supply from the Barcelona International Convention Centre. If the electrical power is not requested from the Barcelona International Convention Centre, the supply will not be provided.

The connection to the Barcelona International Convention Centre electrical network is by obligation within the competence of the official provider of electrical services of the Barcelona International Convention Centre and will only be made effective when the main connection box has been installed by the party.

It will be necessary to install a thermal magnetic switch and residual current device with the appropriate characteristics for the power requested in the stand's collection box. Power <50KW will have to be legalised without plans.

All installations with power equal or superior to 50 Kw. must have an Electrical Plan drawn up by a Licensed Technician and correctly approved. We would like to remind you that these 50 Kw. are per stand, independent of whether or not this space is shared by various companies.

The Organisation declines all responsibility for losses or damages that may occur due to interruptions to the supply, as this is the responsibility of the electrical company.

We would like to remind you that the electrical connection in the Barcelona International Convention Centre is carried out using three-phase Cetac connectors of 32A mono-phase Schukos of 10/16A.

It is extremely important to pay attention to the following instructions especially in the Multiuse Room.

Our power installations located within each of the installation boxes are independent three-phase 15 KW outlets; these outlets are protected by a residual current device for leaks to ground avoiding indirect contacts, as well as by a thermal magnetic switch to protect against overloads.

The characteristics of the residual current device are as follows: this is a three-phase device plus neutral of 40 Amps with 30-milliamp sensitivity; this device cannot be regulated and complies with legislation for non-industrial type power installations.

These residual current devices are of the super immune type that means that when apparatus that may create electromagnetic fields, or are capable of generating low-frequency (harmonic) or high frequency (transitory) disturbances, such as regulators, converters, frequency variators etc. are connected to the line, the devices may be tripped.

The thermo magnetic switch characteristics are as follows: this is a 32 Amp three-phase thermo magnetic switch with neutral with type C trip curve. This type of thermo magnetic switch is that which is indicated for installations such as ours but it is not especially appropriate for cases such as starting motors, for which a type D is required, which offers a higher trip margin in the face of the initial current boost.

Having said this, if your event and/or the elements which are going to be exhibited require a super immune residual current device you must contract the installation of a type A "SI" (super immune) residual current device in your lines from the Barcelona International Convention Centre; these residual current devices are specially adapted to ensure optimum protection and continuity of service in installations that pose the following risks:

- Risks of tripping provoked by lightning, fluorescent lighting, sudden network changes, transitory disturbances, etc.
- Risks of conventional residual current device not tripping due to: presence of harmonics or high frequencies

The Barcelona International Convention Centre declines all responsibilities derived from not adapting equipment to the characteristics of the building.

To resolve any doubts consult your Project Manager or the maintenance department.

Electrical Services

(See Electrical Connections)

The electrical services are provided exclusively by the Barcelona International Convention Centre.

Consult the technical specifications for the rooms in appendix A to find out about their electrical equipment.

Electricity

(See Electrical Connections)

Elevated work

(See Gangways, elevated walkways, auditorium grid)

Carrying out work high up implies the installation of the appropriate safety measures, in agreement with Health and Safety at Work Regulations.

Elevators, Scissor lifts, Platforms

If you need any type of lifting machinery such as Lifts, Scissor lifts, and/or Platforms, consult your Project Manager or the logistics department.

Embassies and Consulates

(See appendix F – Consulates and Embassies)

Emergency Exits

(See Evacuation of the installations)

All emergency exits are indicated.

Under no circumstances can the emergency exits be blocked; these must always be free and visible.

Each room has a plan indicating the emergency exits, and how to reach them.

Emergency Services

(See First Aid/Security/Evacuation of the Installations)

Entrances and exits

(See appendix C – Access Plans)

(See Access/exhibitions and accesses assembly/disassembly (Multiuse Room))

Environmental policy

The Barcelona International Convention Centre has an environmental policy that attempts to minimise the building activity's waste and impact on the environment.

The Barcelona International Convention Centre asks all of its clients to minimise the quantity of waste that their event generates, and to recycle whatever waste they may have.

Equipment

The Barcelona International Convention Centre has a wide range of equipment that guarantees high levels of quality and functionality. Amongst this equipment you will find seats, tables, registration desks, catering furnishings, platforms, lecterns, etc.

The Barcelona International Convention Centre has its own latest generation audiovisual media, making it possible for us to give very high quality service at highly competitive prices. Consult our audiovisual department in order to find out more about our range of equipment and services, amongst which we would like to highlight simultaneous digital translation, latest generation video projectors, plasma screens, etc.

Escalators

The Barcelona International Convention Centre has 18 groups of escalators, all of which are bidirectional and double.

Evacuation

Consult the Centre emergency plan in order to find out how the evacuation of the installations would take place in the case of an emergency.

Evacuation of the installations

Consult the Centre emergency plan in order to find out how the evacuation of the installations would take place in the case of an emergency.

Evacuation plan

(See Evacuation)

Event Coordinator

(See Project Manager)

Exclusive services

(See Exclusivity)

Exclusivity

The Barcelona International Convention Centre exclusively offers the following services:

- Catering
- Cleaning
- Security
- Audiovisuals
- Stewardesses
- Rigging
- Electrical Installations
- Handling of merchandise
- Furniture Hire
- Construction of Modular Stands
- Interpreters

Excursions / Social programs

If you require any type excursion or social programme to complement your event, consult your Project Manager.

Exhibition Information

(See appendix B – Regulations)

(See GENERAL CONDITIONS OF CONTRACTING THE PROVISION OF SPACES AND THE PROVISION OF SERVICES FOR CARRYING OUT EVENTS IN THE "BARCELONA INTERNATIONAL CONVENTION CENTRE")

A maximum of 60 days before the beginning of the Exhibition the organiser will send a definitive agreement of the characteristics of the EVENT and of the intensity and frequency of the SERVICES to attend to your organisational needs, with the aim of coordinating all the necessary activities for the appropriate provision of SERVICES and assembly and disassembly of the installations.

Three weeks before the beginning of the event a meeting will take place to reconfirm all of the details relevant to the event, such as the agenda, timetables, services to be provided, etc.

Exhibition zone toilets (Multiuse Room)

(See appendix C – Plans)

The Multiuse Room has its own toilets situated on level S-1.

Exhibitors

(See Behaviour of Exhibitors)

Exits and entrances

(See Entrances and Exits)

Exteriors

(See Plaza Forum and exteriors)

External security services

(See Police)

Filming and Photographs

Depending on the nature of the contents that you wish to film and/or photograph, you must request written permission from the Barcelona International Convention Centre. This includes filming and/or photography of the interiors and exteriors of the Barcelona International Convention Centre for commercial use.

If you wish to include any photo of the Centre in the promotional material for your event, you must contact the Barcelona International Convention Centre Marketing and Communication department to obtain the relevant permission.

The Barcelona International Convention Centre has a photographer service, and also offers an event filming service, as well as event sound recording.

Fire safety regulations

(See Evacuation of the installations)

At all times you are obliged to respect the location of signalling, fire prevention apparatus, alarms, emergency exits, service boxes, access to columns with installations and service passages, leaving totally free all access to any of these.

The construction of stands and decorative complements (materials, carpets, etc.) must use fire-resistant materials that have received fire-resistance treatment in their manufacture, as the Fire Department does not allow for fireproofing in situ. The materials must comply with a minimum European Standard of M2.

Each stand must possess the official certificates of fireproofing for the materials used in their construction.

The use of spray guns as well as cellulose lacquer is forbidden in the interior of the centre. This prohibition extends to inflammable liquids and to the use of butane gas aerosols.

During welding operations, the workplace must be sufficiently protected, and the appropriate permission must be requested.

Vehicles with combustion engines that are going to be exhibited must have the petrol tank empty and the battery disconnected. The use of balloons filled with inflammable gas is forbidden inside the centre.

The stands must not use waste disposal bins made of inflammable material. The wastepaper baskets and dustbins must be emptied every evening, at closing time, using the collectors provided. The storage on the stand of any type of packaging is forbidden.

Under no circumstances can the signalling lights, fire extinguishers, fire hydrants or other protection equipment be covered, nor can the emergency exits be blocked.

Inflammable products may not be stored in the offices, storage areas or column storage areas. Access to connection boxes (electricity, telephone, TV, order, etc.) and access to The Barcelona International Convention Centre equipment or offices cannot be locked with a key. If these areas are closed with a key, a copy of the key must be left in the security control centre.

If you have any doubts please contact your Project Manager.

Fireworks

(See Pyrotechnics/Fireworks)

First Aid

The Barcelona International Convention Centre has two sickbays, one in the Conventions Centre building (Floor S-1) and the other in the Forum building (Dressing room area). Contracting the first aid service is obligatory for any event, with the provision of one nurse as a minimum requirement.

The provision of first aid services is exclusive to be Barcelona International Convention Centre.

The sickbays are supplied with the necessary material for a first aid service; a more extensive service may be contracted if the nature of your event requires this.

The Barcelona International Convention Centre offers nursing, Doctor, ambulance, etc. services.

Consult your Project Manager for more information.

Floor strength

(See appendix A – Site Guide)

Consult the technical specifications in appendix A to find out the strength of the floor in each room.

Flowers and Plants

If floral decoration and/or plants are required for your event, please consult your Project Manager.

Forklift trucks

Only electric or gas forklift trucks can be used in the centre.

The Merchandise Movement Service is provided exclusively by the Barcelona International Convention Centre via its official provider:

RESA INTERNACIONAL EVENTS, S.L.
C/Botánica, 62
Entrada de Mercancías Recinto Ferial Montjuïc 2
Apartado de Correos 2045
08908 – Hospitalet de Llobregat (Barcelona)
www.resainternacional.com
Email: info@resainternacional.com
Tel: +34 93 233 47 45
Fax: +34 93 263 18 94

To resolve any doubts consult your Project Manager or the logistics department.

Furniture

The Barcelona International Convention Centre has a wide range of furniture for the configuration of the rooms, including: conference chairs, presidency tables, chairs with armrests, leather furnishings, platforms lecterns, etc.

Consult your Project Manager for more information.

Gangways, elevated walkways, auditorium grid

Access to any gangway, elevated walkway and/or the auditorium grid, is reserved for the Barcelona International Convention Centre technicians. Any person not associated with the Centre's technicians must request special permission, and be accompanied by a centre technician if they need to cross these areas.

All personnel in these areas must use the appropriate safety measures and comply with regulations dictated by current legislation.

Gas

If a domestic gas installation is required in the stand, it will be necessary to make a direct temporary contract with the Repsol-Butano Office.

Inflammable gases may not be stored on site.

General Building Regulations

(See appendix B – Regulations)

General PA system

The Barcelona International Convention Centre has a general PA system for the building; this PA system may only be used in case of emergencies.

In exceptional cases and with prior authorisation from the Barcelona International Convention Centre, it is possible to use this PA system for background music in the event's common areas.

GL events CCIB, S.L. Bank Account

La Caixa

Office: Meridiana Pogas

C/ Meridiana, 326

0827 - Barcelona

Account:

- Bank: 2100
- Office: 3136
- Control Digit: 41
- Account Number: 2200468961
- Iban: ES62 2100 3136 41 2200168961
- BIC: CAIX ESBXXXX

Graphic Materials

All graphic materials used in your event must be self-supporting, as no materials can be fixed to structural elements of the Barcelona International Convention Centre.

It is not permitted to remove any graphic material, such as signposts, belonging to the Barcelona International Convention Centre.

Handling of merchandise

(See Moving Machinery)

Heliport

(See appendices C/D - Maps)

There is a heliport close to the Barcelona International Convention Centre, less than 500 m from the centre.

The heliport is managed by the company TAFF.

You can get in contact with them via:

TAF Helicopters: +34 93 7205522

Forum Heliport: +34 93 3561202

Hospitals

(See appendix H – Other addresses of Interest)

Hotels

(See appendix H – Other addresses of Interest)

I.T.

(See Information Technologies)

Inflammable and dangerous materials

The presence of inflammable or dangerous materials is not permitted inside the Barcelona International Convention Centre.

If it is necessary to exhibit vehicles, these must have the petrol tank empty and free of gases, and the battery terminals disconnected.

All the materials used must be non-flammable, with the minimum European Standard M2.

Information on the event

(See appendix B – Regulations)

(See GENERAL CONDITIONS OF CONTRACTING THE PROVISION OF SPACES AND THE PROVISION OF SERVICES FOR CARRYING OUT EVENTS IN THE "BARCELONA INTERNATIONAL CONVENTION CENTRE")

A maximum of 60 days before the beginning of the Exhibition the organiser will send a definitive agreement of the characteristics of the EVENT and of the intensity and frequency of the SERVICES to attend to your organisational needs, with the aim of coordinating all the necessary activities for the appropriate provision of SERVICES and assembly and disassembly of the installations.

Three weeks before the beginning of the event a meeting will take place to reconfirm all of the details relevant to the event, such as the agenda, timetables, services to be provided, etc.

Information stands

If you wish to install information stands for your event, get in contact with your Project Manager who will inform you about the different available options, as well as about the different personnel that can attend to these.

Information Technologies

(See Internet/Cabling/WiFi)

Consult our IT department for any aspect relating to information technologies.

The Barcelona International Convention Centre is a latest generation building, prepared for the highest IT specifications.

Inspection of objects and materials

Any equipment, material and/or asset that enter the Barcelona International Convention Centre are subject to inspection by the centre's security personnel.

Inspection of the installations

Before the beginning of the event of a joint inspection will be made (Client + Barcelona International Convention Centre) of the building, noting any imperfections discovered, after which a building handover report would be drawn up.

Once the event has finished a second joint inspection (Client + Barcelona International Convention Centre) of the building will take place, to observe the final state of the building, and any new defects that are detected will be noted in a building reception report, with these being repaired at the cost of the organiser.

Installations for Disabled Persons

The Barcelona International Convention Centre is a building that is adapted to disabled persons needs and is free of architectural barriers. Any public space within the centre is accessible for disabled persons.

The centre has services for disabled persons, adapted lifts, etc.

Insurance

(See appendix B – Regulations)

Internal security services

(See Security)

Internet

(See Internet connection)

Internet Connection

The Barcelona International Convention Centre has a direct Internet connection, which allows us to offer you real dedicated broadband.

Our Internet access system allows us to offer you up to 100 Mbits of real broadband.

Ask your Project Manager for a list of prices and specifications; if you need more detailed information you can consult our IT department.

The Barcelona International Convention Centre also has a WIFI network (see WIFI).

Interpreters

The Barcelona International Convention Centre provides interpreters exclusively, as well as simultaneous translation material. Consult your Project Manager or the Audiovisual Department for more information.

Keys

If for any reason the organiser needs the keys to one of the rooms that they have rented, they can request these from the Barcelona International Convention Centre, a minimum of two months in advance of the beginning of the event. Each requested key has an associated cost and deposit in case of loss.

Under no circumstances will master keys be handed over.

If the client has keys for their rooms, the Barcelona International Convention Centre takes no responsibility for these rooms, and it is the responsibility of the client to correctly close the rooms once no member of their organisation is left inside.

Kitchens

The Barcelona International Convention Centre has its own kitchens where CCIB Catering (the centre's exclusive caterers) prepare the food every day that you will eat during your time in the centre; this allows us to keep our food fresh and recently made, and guarantees in this way high standards of quality and service.

CCIB Catering exclusively uses these kitchens.

Lecterns

The Barcelona International Convention Centre has two types of Lecterns for the Barcelona International Convention Centre building and one type for the Auditorium. These lecterns are not included in the hire of the rooms, due to which they must be specifically requested.

Other types of lectern may be provided upon specific request.

Led screen (Forum Square)

There is a Led screen in the Forum Square. This screen can be rented for projecting both fixed images, and video; consult your Project Manager or the audiovisual department if you are interested in this.

Legalising Electrical Installations

(See Electrical Connections)

Licences

Any special licence necessary for your event is the responsibility of the organiser. Not having the correct licences removes all responsibility from the Barcelona International Convention Centre and gives the Centre the right to cancel the event should this situation arise.

Lifts and Service Lifts

(See appendix A – Site Guide)

Lighting

All of the Barcelona International Convention Centre rooms have general non-dimerized lighting.

If due to the nature of your event you require special lighting consult our audiovisual department.

Lighting Levels

(See illumination)

Links to the website

If you wish to link your web page to the Barcelona International Convention Centre: www.ccib.es, you should obtain written permission from the Barcelona International Convention Centre department of Marketing and Communication.

Loading and unloading

(See loading and unloading zone)

Loading and unloading zones

(See Access/Access to exhibition zone/Access to the site/Inspection of objects and materials)

Location

(See appendix C – Access Plans)

Logistical Operator / Transportation agent / Forwarding Agents

The Barcelona International Convention Centre has an official logistics operator; you may contact them directly for any matters related to transport, customs, etc.

RESA INTERNACIONAL EVENTS, S.L.
C/Botánica, 62
Entrada de Mercancías Recinto Ferial Montjuïc 2
Apartado de Correos 2045
08908 – Hospitalet de Llobregat (Barcelona)
www.resainternacional.com
email: info@resainternacional.com
Tel: +34 93 233 47 45
Fax: +34 93 263 18 94

Logos

It is completely forbidden to use the Barcelona International Convention Centre logo without written authorisation. If you wish to include the logo of the Centre in the promotional material for your event, you must contact the Barcelona International Convention Centre Marketing and Communications department to obtain the relevant permission.

It is the organiser's responsibility to have the appropriate permissions for whatever logos are used in their event.

Lost Children

If a child has become lost, tell our security staff immediately.

Lost Property

The organisation of lost objects will be carried out via the Permanent Security Post; consult your Project Manager if you lose anything.

Luggage; cloakroom service

If you require a cloakroom service for your event you must contract this from the Barcelona International Convention Centre; this service is not included in the hire of the spaces.

The Barcelona International Convention Centre has a fixed cloakroom on floor S-1 of the Barcelona International Convention Centre building, although cloakrooms can also be set up in other places according to the needs of each event.

Maps

(See appendix C – Access Plans)

Marketing and publicity

(See Publicity and Marketing)

Materials

(See Inflammable and dangerous materials)

Medical Services

(See First Aid)

Meeting Rooms

(See appendix A/D – Site guide/Building Plans)

The Barcelona International Convention Centre has a large number of different capacity meeting rooms. Consult the technical specifications in Appendix A for more information.

Merchandise manipulation services

(See Logistics Operator)

Message Board

If the organiser wishes to use a message board, consult your Project Manager.

Methods of payment for services to the exhibitor

In cash or with VISA card, completing the authorisation form provided by the Barcelona International Convention Centre.

In the case of furniture and accessories requested during the assembly process, 20% will be paid up-front with cash or VISA.

Metro

(See public transport)

Microphones

The Barcelona International Convention Centre has its own microphones. Consult our audiovisual department in order to cover your needs.

The auditorium has a fixed wireless microphone system; the other rooms have mobile wireless microphone systems.

Mist

(See Smoke)

Mobile Phones

The Barcelona International Convention Centre has coverage for the three Spanish operators: movistar (www.movistar.com), vodafone (www.vodafone.es) and amena (www.amena.com)

Mobile units

(See mobile unit parking)

Mobile units parking

If the organisers need to place mobile television and/or radio units outside the Barcelona International Convention Centre, they must give notice of this at least three months in advance of the event.

As the Barcelona International Convention Centre is surrounded by public spaces, if the placement of these units takes place in the above-mentioned space, then the associated permission must be requested and certain sums of money must be paid for the use of these spaces.

Modular stands

(See Construction of Stands)

Mosques/Places of worship

(See appendix G – Places of Worship)

Motor vehicles

If it is necessary to exhibit vehicles, these must have the petrol tank empty and free of gases, and with the battery terminals disconnected.

Only electric or gas forklift trucks can be used in the centre.

Any motor vehicle that enters the multiuse room may do so only in order to load and/or unload; parking of vehicles in this room is prohibited. The motor must be switched off during loading and unloading.

Moving machinery

(See lifts, Scissor lifts, Platforms / Forklifts trucks)

Multiuse Room

(See appendix A/D – Site guide/Building Plans)

The Barcelona International Convention Centre has a Multiuse Room of approximately 12,000 m², which is completely open plan. This room consists of 8 areas that can be combined in different ways by a system of moving panels, in order to achieve the desired area.

This area is especially designed for Exhibitions and busy events.

Consult the technical specifications in Appendix A for more information.

Music

(See Copyrights / audiovisual demonstrations)

Network

(See Cabling)

Noise

(See acoustics)

Numbered seating

(See appendix A – Site Guide)

If due to the type of event that is going to take place, numbered seats are required, the Barcelona International Convention Centre has numbered seats in the Auditorium of the Forum Building. Consult the auditorium plans to see the numbering.

Official Providers

(See Exclusivity)

The Barcelona International Convention Centre exclusively provides all services.

Ordering Services

(See Signature Forms/Information about the Event).

By Ordering Services we understand any necessity that the client orders from the Barcelona International Convention Centre. These orders must be signed by an authorised person (See Signature Forms), and must be sent to the Barcelona International Convention Centre as far in advance as possible (See information about the Event).

PA System

All the Barcelona International Convention Centre rooms have a PA system; see the technical specifications of the rooms in appendix A.

The multiuse room has its own PA system that can be used to make announcements during exhibitions.

Parking

(See appendix C – Access Plans)

The Barcelona International Convention Centre has no public parking.

There are 2 public car parks close to the Barcelona International Convention Centre, one in the Diagonal Mar shopping centre and another in the Forum area.

Payment methods and credit cards

(See appendix B – Regulations)

Payments / Deposits

(See appendix B – Regulations)

Pharmacies

(See appendix H – Other addresses of Interest)

Photographs

(See Filming and Photographs)

Plans

(See Appendix D – Building Plans) (See Approval of exhibition area plans / Passageways)

Plants and Ornamental Flowers

The Barcelona International Convention Centre has a plants and ornamental flowers service; consult your Project Manager if you are interested.

Platforms

(See Stages/Stage Dimensions)

The Barcelona International Convention Centre has platforms that may be used to construct stages in the rooms; we have wooden platforms, 20 and 40 cm high by 200x100, 200x100x200 metal platforms, and 200x100 foldable platforms.

We would like to remind you that any stage and/or platform that are raised more than 50 cm above floor level will have to present the appropriate certificate signed by a competent technician.

Plaza Forum and Exteriors

The Barcelona International Convention Centre exteriors are managed by a municipal company (BSM); if you are interested in organising an extension to your event in these areas, contact your Project Manager in order to obtain the appropriate contact details.

Plumbing

(See Plumbing Services)

Plumbing Services

(Sea Water and Drainage)

The plumbing services are provided exclusively by the Barcelona International Convention Centre.

The multiuse room has several connection boxes with water supplies and drainage (Consult AutoCAD plans).

The water supply connectors are ½" with thread of 15, and the drains have a diameter of 40mm.

Police

(See appendix H – Other addresses of Interest)

Porters

(See temporary operators)

Post

(See appendix H – Other addresses of Interest)

In the Diagonal Mar shopping centre there is a post office on the first floor (www.diagonalmar.com).

Posters and Banners (placement)

(See rigging)

All posters and banners must be self-supporting, and may only be hung from the ceiling in the Multiuse Room, after a prior study and estimate by our audiovisual department.

The plans for posters and banners must be delivered to the Barcelona International Convention Centre one month before the beginning of the event. These plans must contain the measurements, location and support system for each element.

Under no circumstances may any security elements be blocked, such as cameras, emergency exits, fire hydrants, signs belonging to the building, etc.

Presentations and Demonstrations

Any presentation or demonstration must focus on the product in question.

Any exhibitor and/or organiser that wish to make a presentation and/or demonstration of any product and/or service must take into account the following points.

- Appropriate safety conditions must be provided for the demonstration.
- If moving machinery is demonstrated, there must be a safety perimeter, and the equipment necessary to stop the demonstration if the perimeter is breached must exist. If there is a danger of the ejection of materials, the following extra protection must also be provided.

- The machinery must be appropriately fixed to its structure, and must have the protection necessary to avoid accidents.
- Demonstrations that may be harmful to the health are forbidden.
- Demonstrations that cause smoke, gas and/or vapours are not permitted.
- All exhibited machinery must possess the European Community CE stamp; if it does not possess this stamp, or if it is in the process of obtaining it, this must be explicitly publicised.

Press/Public Relations

All press and/or public relations requests relative to the centre must be channelled via the Barcelona International Convention Centre's Marketing and Communications department.

Pricing policy

(See appendix B – Regulations)

Professional Conference Organisers

The Barcelona International Convention Centre collaborates with the main Spanish and international professional conference organisers; if you require the services of any of these please get in touch with us.

Project Manager

The Project Manager is the direct and main interlocutor for the coordination of the event; any needs and/or doubts that may crop up can be channelled via him. The Project Manager will then coordinate the technical and human resources with the aim of providing a rapid and efficient response.

Your Project Manager will design a support team together with the different departments of the Barcelona International Convention Centre involved in your event. You can directly contact these professionals whenever you want.

Projectors and Screens

(See appendix A – Site Guide)

Consult the technical specifications for each room in appendix A in order to find out the measurements of the screens.

In the AutoCAD plans you will find information about the position of the screens, their measurements, and the position of ceiling brackets for projectors.

If you require more information about the possibilities of projectors and screens, please contact our audiovisual department.

Propane

(See Gas)

Property

The Barcelona International Convention Centre building belongs to Barcelona Council. It is managed by the company GL Events CCIB, S.L.

GL events CCIB, S.L. is part of the GL Events group (www.gl-events.com), world leader in events management.

The GL Events group is a world leader in the management of events, managing companies in various countries such as: France, England, Spain, Italy, Portugal, Dubai, United States, etc., in all areas related to the management of events, such as: Audiovisual, Exhibition Centre Management, Marquees, Seating Stands, the Construction of modular and designed stands, Signage, Management of exhibition sites, etc., amongst other institutions it is the provider for the COI, the festival of Cannes, the main exhibition centres in the whole of Europe, etc.

Protocol / VIP

For matters related to protocol, contact our Marketing and Communications Department.

The Barcelona International Convention Centre has a VIP room on floor M1, Plaza Forum side.

This room may be decorated according to the needs of the event.

Public Phones

The Barcelona International Convention Centre has public telephones on floor S-1 of the convention centre building, next to the toilets.

Public Transport

In Barcelona public transport is the best option, although you can also hire a car.

If you are arriving in Barcelona by plane, you will land at Prat airport: **Barcelona Prat Airport** (Information Number: +34 932 983 838)

Barcelona airport is located 13 KM to the southwest of Barcelona. It has three terminals. Terminals A, B and C. Terminal A is for international flights, B for national flights and C for the air bridge (Barcelona-Madrid) and certain national-regional flights.

The airport has the following services:

- Car hire
- Left Luggage (4.20 Euros/day)
- Cash points
- Tourist Information 09:00 - 21:00 (Tel: +34 934 784 704)
- Lost Property (Tel: +34 932 983 349)

Transport from Barcelona airport to the city centre may be carried out in various ways, all of which take more or less the same amount of time, are efficient, simple and trustworthy. Metro communication with Barcelona airport is via the train network, as there is no metro stop at the airport. You will have to use the RENFE train service or one of the four means of transport in the list below in order to get to the city centre, and then use the metro station at Barcelona Sants or Catalunya.

1) Taxi

The taxi is a comfortable and economic way of arriving at the city centre from the airport, above all if you are arriving with your family or a lot of luggage. There is a taxi rank to the left of the main exit of the airport. The journey to the city centre takes around 20 to 30 minutes depending on the traffic.

The cost of the journey is around 20 EUROS. There is a small additional charge for each piece of luggage. The tariffs are on display in the taxi.

All Barcelona taxis are black and yellow and by law they are obliged to only charge you the amount shown on the meter (plus the extra for luggage).

The Barcelona taxi service is normally good, simple and reliable. It is customary to give a tip if the service is good, usually of around 10%.

2) Airbus - this is an express airport bus service to the centre of Barcelona

The airbus is a service that connects Barcelona airport with the city centre. The service runs every 15 min. You can get the airbus at the airport and get off at Plaza España or Plaza Catalunya in the city centre. From there you can catch the metro. Ticket price 3.45 Euros per trip.

Monday - Sunday

Barcelona airport to Plaza Catalunya -06:00 - 24:00

Plaza Catalunya to Barcelona airport - 05:30 - 23:15

Weekends and public holidays

Barcelona airport to Plaza Catalunya - 06:30 - 24:00

Plaza Catalunya to Barcelona airport - 06:00 - 23:20

3) RENFE train (Tel: +34 902 240 202)

The RENFE train service between Barcelona airport and the city centre runs approximately every 30 minutes with stops at Sants and Catalunya in the city centre. Once there you can use the Barcelona Metro.

The train leaves you around 5 min. from the main airport entrance. The majority of this distance is covered by a mechanical walkway making it more comfortable and quicker to transport your luggage.

The train journey lasts approximately 30 min. from the airport to Sants or Catalunya stations from where you can take the Metro. A single ticket to Sants or Catalunya stations costs 2.40 euros.

4) Airport Car Hire

There are various car hire companies operating out of Barcelona airport, including Europcar, Hertz, Avis and Sixt. For more information consult www.aena.es, and www.barcelona-airport.com

Once inside the city you can use the following means of transport to arrive at the Barcelona International Convention Centre:

- **Metro (Underground):** Stop L4 : "Maresme / Forum" , www.tmb.net
- **Bus:** Barcelona Metropolitan Transport (TMB): Lines 7, 36, 41, 43 and 141
 - Night Bus: Line N6
 - B23 (Tusgsal)
- **Tram:** Line T-4 of the Sant Martí - Besòs tram , www.tmb.net
- **Train:** Sant Adrià Metropolitan RENFE line stop.
After this it is necessary to use the tram to get to the Forum site.
Metropolitan lines RENFE - Barcelona www.renfe.es
- **Taxis:** there are two taxi ranks, one in front of the AC Hotel and the other in front of the Hilton Hotel.

Publication of Events

If you wish to include any photo of the Centre in the promotional material for your event, you must contact the Barcelona International Convention Centre Marketing and Communication department to obtain the relevant permission.

Publicity, Marketing

The Barcelona International Convention Centre Marketing and Communications Department centralises all aspects related to:

- Filming
- Web Links
- Photographs of the Centre
- The Barcelona International Convention Centre Logo
- Press
- Public Relations
- Protocol

Please contact the Marketing & Communication Department with any doubts relating to these aspects.

Pyrotechnics / Fireworks

Neither pyrotechnics nor fireworks and/or special effects that include fire are permitted within the Barcelona International Convention Centre.

Reception

(See Registration Area)

Registration Area

The Barcelona International Convention Centre has two fixed desks next to entrances A and D of the Barcelona International Convention Centre building. For any other type of Registration Area, this must be designed according to the event, specific needs and the contracted spaces.

Registration areas are always situated in the Foyer of the Barcelona International Convention Centre building and/or the Forum Building, guaranteeing in this way that anyone who enters the building is accredited for the event in which they are participating. This is very important in order to guarantee security and to control access to the event.

Responsibilities

(See appendix B – Regulations)

Restaurants

(See Catering)

Rigging

The rigging service is exclusively provided by the Barcelona International Convention Centre.

Any company that wishes to suspend an object (lighting structures, signs, banners, etc.) from the ceiling of any of the spaces in the Barcelona International Convention Centre must request this from the Centre, including in this request a description of the installation, detailing all the technical information necessary to evaluate and make an estimate for the installation.

If you require more information about the rigging service consult the Barcelona International Convention Centre Audiovisual Department, or your Project Manager.

Rooms' Configuration

(See appendices A – Site Guide)

In appendix A you will find the capacities section, where you can see the different existing configurations for the rooms.

All configurations for the rooms must comply with the General Health and Safety at Work Regulations, NBE CPI/96, the General Regulations for Policing Public Spectacles and

Leisure Events 2816/1982, Municipal Fire Regulations, and the Barcelona Council Regulations for establishments with public attendance.

Satellite Transmissions

(See mobile unit parking)

Consult the IT department if you require more information about satellite transmission and/or reception.

Scaffolding/platforms/stages

(See Stages)

Scissor lifts

(See Lifts, Scissor Lifts, Platforms)

Screens

(See Projectors and Screens)

Seating

The Barcelona International Convention Centre can supply supplementary seating for your event.

The installation of supplementary seating is limited solely and exclusively to the Multiuse Room.

The installation of seating must comply with current legislation, regarding structure and safety.

Security

The Barcelona International Convention Centre has a 24-hour a day security service, which guards the building and looks after the assets that GL events Barcelona International Convention Centre owns in this building.

The complimentary surveillance of the client's assets is carried out by request of the client, and incurs additional costs. It is also possible to contract, if desired, walk through metal detectors, a scanner, manual metal detectors and armed services.

Protection and Extinction Equipment

- Fire hoses of 25 located in the different rooms and floors
- Portable CO2 and multiuse powder extinguishers
- Fire alarms and triggers
- Volumetric inside buildings
- PA system
- Closed-Circuit Television
- 24-hour control centre
- Emergency exits map in each room

Security cameras

The Barcelona International Convention Centre has 24h security cameras. These cameras register all the public areas of the centre and record images. There is no recording in the rooms in order to protect your privacy. If for any reason you need to examine these images consult the head of security and/or your Project Manager.

The monitoring cameras are connected directly to the Control Centre-Permanent Security Post.

The organiser is responsible for making sure that the security cameras' vision is not obstructed by the assembly that they are undertaking.

Service lift

See Lifts and Service Lifts)

Shopping Centre

(See appendix H – Other addresses of Interest)

The Diagonal Mar shopping centre is located next to the Barcelona International Convention Centre (www.diagonalmar.com).

In this centre there is a hypermarket, clothes shops, hairdressers, etc....

Shows

If you require any type of show to accompany your event please consult your Project Manager.

Sick Bay

(See First Aid)

Signage

(See Signs/Posters and Banners)

The organiser can add internal signs it requires for their event; these signs must not block the building's own signs and must be self-supporting (posters may not be placed on the centre's walls).

The Barcelona International Convention Centre has supports for signs that may be rented. Consult your Project Manager.

Signs

(See Signalling)

The Barcelona International Convention Centre has its own signs, which show the information necessary for correctly moving about the building, as well as the location of the different rooms and services.

Simultaneous Translation

The Barcelona International Convention Centre offers simultaneous translation services exclusively.

The Barcelona International Convention Centre has its own digital simultaneous translation system.

Consult your Project Manager and/or the Audiovisual Department for more information.

Site capacities

(See appendix A – Site Guide)

(See Capacities)

Consult the technical specifications for each room, as well as the list of capacities in appendix A.

Site Guide

(See appendix A – Site Guide)

Site rental period

(See appendix B – Regulations)

Smoke

The generation of smoke, gases and/or vapour are completely forbidden.

If due to the nature of the show you need to use special smoke effects, you must request special permission from the Barcelona International Convention Centre 2 months prior to the beginning of the event, detailing the type of material to be used and possible interactions with the security and fire detection systems. Once the case has been studied the Barcelona International Convention Centre can give the appropriate permissions and pertinent conditions.

Smoking Policy

Smoking is forbidden inside the Barcelona International Convention Centre. Open-air areas may be equipped for smoking if the organiser requires.

Social events

(See Excursions / Social programs)

Social Programs

(See Excursions/Social programs)

Sound

(See appendix A – Site Guide)

(See acoustics)

Consult the technical specifications of the rooms in Appendix A to find out the Sound systems available.

If due to the nature of your event you need to boost the sound in the rooms, consult our audiovisual department.

Sound Equipment in Exhibitions

Sound demonstrations during exhibitions must respect the neighbouring stands.

Sound equipment must always stay within levels that do not disturb other participants in the event. The maximum sound emissions limit is 3 dB. Above the level of background noise, as measured at the foot of the stand.

Sound Recording

The Barcelona International Convention Centre provides the organiser with the possibility of recording the audio from their event; consult your Project Manager or the audiovisual department if you require more information.

Special effects

(See Pyrotechnics/Fireworks)

Special permissions

If for any reason you need a special licence you must request this from the Barcelona International Convention Centre at least two months in advance of your event.

Specific Exhibition Regulations

(See appendix B – Regulations)

Spray painting

Spray painting is not permitted within the Barcelona International Convention Centre.

Stage dimensions

(See appendix A – Site Guide)

Consult the AutoCAD plans of the auditorium of the Forum building to find out the exact measurements of the stage.

The Barcelona International Convention Centre has platforms for constructing stages in the rooms; we have wooden 20 and 40 cm. high 200x100 platforms, metal platforms of 200x100x200, and foldable platforms of 200x100.

We would like to remind you that any stage and/or platforms that are elevated more than 50 cm. above floor level would have to present the appropriate certificate signed by a competent technician.

Stage equipment

(See appendix A – Site Guide)

The Barcelona International Convention Centre auditorium stage has a strength of 500 kg/m²; consult the AutoCAD plans to confirm its sizes.

The auditorium stage has direct access to the Forum building-loading bay (see accesses to the site).

The stage has six lighting bars above the stage itself, 1 bar at the mouth of the stage, and the possibility of setting up two more bars over the stalls.

Stage lighting

All of the Barcelona International Convention Centre rooms have general non-dimerized lighting. If due to the nature of your event you require special lighting consult our audiovisual department.

The auditorium stage has a system of lighting bars; consult the section “Equipment for stages”. Our audiovisual department can design made-to-measure illumination for your event; don't hesitate to consult us for more information.

Stages

(See Stage Dimensions)

Stewardesses

The stewardesses' service is provided on an exclusive basis; consult your Project Manager to specify your needs.

Storage

The Barcelona International Convention Centre does not have storage areas. All sending of materials must be carried out during the period of the event and these must be sent to the organisers; Barcelona International Convention Centre personnel will not receive any type of merchandise.

If storage services, the delivery of material prior to the event, and/or other logistical necessities are required, you can get in touch with our Official Logistical Operator:

RESA INTERNACIONAL EVENTS, S.L.
C/Botánica, 62
Entrada de Mercancías Recinto Ferial Montjuïc 2
Apartado de Correos 2045
08908 – Hospitalet de Llobregat (Barcelona)
www.resainternacional.com
Email: info@resainternacional.com
Tel: +34 93 233 47 45
Fax: +34 93 263 18 94

Storage for Exhibitions

The Barcelona International Convention Centre does not have storage areas. If the organisers wish to have a storage area for their exhibitors, whether for packages or material, they must devote a part of their contracted space for this purpose.

All sending of materials must be carried out during the period of the event and these must be sent to the organisers, and/or exhibitor clearly indicating the name of the Event and the number of the Stand; Barcelona International Convention Centre personnel will not receive any type of merchandise.

If storage services, the delivery of material prior to the event, and/or other logistical necessities are required, you can get in touch with our Official Logistical Operator:

RESA INTERNACIONAL EVENTS, S.L.
C/Botánica, 62
Entrada de Mercancías Recinto Ferial Montjuïc 2

Apartado de Correos 2045
08908 – Hospitalet de Llobregat (Barcelona)
www.resainternacional.com
Email: info@resainternacional.com
Tel: +34 93 233 47 45
Fax: +34 93 263 18 94

Street lamp banners

Barcelona Council rents supports on the city's street lamps for hanging marketing banners; these banners are two sided, although only one side is reserved for publicising the event; the other side is reserved for institutional publicity.

If you are interested in this type of publicity, consult your Project Manager. Bare in mind that this request must be made at least seven months in advance of the event, and that both the provision of the banners as well as the associated permission depends on the city council.

Subcontracted services

(See Official Providers)

Surcharges

(See appendix B – Regulations)

Taxi

(See public transport)

Technical Services

(See Plumbing Services / Electrical Services)

Telephones

(See Communications - Networks - Telephony)

Temporary Operators

The Barcelona International Convention Centre can provide you with temporary operators to help you with your event; consult your Project Manager.

Terrace

The Barcelona International Convention Centre has a terrace on floor P1. This terrace has views to the Plaza Forum. The strength of the public area of this terrace is 500 kg/m² and its use is reserved for a smoking area (depending on availability) and small cocktail parties and/or coffee breaks; consult your Project Manager for more information.

The Banqueting Room also has a pleasant terrace with views to the sea.

Tickets

If the organiser sells tickets, these must contain all the necessary financial information, so that they may be used as a receipt.

If you wish to include any allusion to the Barcelona International Convention Centre on this ticket, then the ticket must be sent beforehand to the Marketing and Communications Department to obtain the appropriate approval.

Tobacco/Smoking

(See Smoking Policy)

Toilets

(See appendix D – Building Plans)

The Barcelona International Convention Centre has men and women's toilets conveniently signposted on all the floors of the Centre; there are also special toilets for disabled people - consult the plans in appendix C for the exact location of these.

Tram

(See public transport)

Transformers

If you need to install any type of transformer you must request permission in advance from the Barcelona International Convention Centre maintenance department. The transformer must be installed on an adequate support, and the electrical installation must be appropriately prepared so that its use does not affect the general building network.

Translators

The Barcelona International Convention Centre offers translator services exclusively. Consult your Project Manager and/or the audiovisual department for more information about languages and timetables for translators.

Transport

(See public transport/storage/logistics operator-transport agent-transport companies)

Travel Services

(See appendix H – Other addresses of Interest)

TV/Radio Installations (Broadcast)

The Barcelona International Convention Centre has a network capable of transmitting images and audio; consult the "Cabling" section, or consult our audiovisual and/or IT department if you require more information.

VAT

VAT of 16% is applicable, except for catering services where the VAT is 7%.

In some cases the VAT can be refunded for non-residents; if you are able to benefit from this then request VAT REFUND FOR NON-RESIDENTS from the following services:

The Barcelona Official Chamber of Commerce, Industry and Navigation

Avda. Diagonal, 452 – 454
08006 Barcelona
Tel.: 902 448 448
Fax: 934 169 301
adminweb@cambrescat.es

Cámara de Comercio de Madrid

C/ Huertas, 13
28012 Madrid
Tel.: 915 383 500
Fax: 915 383 677
cpd2@camaramadrid.es

Vending

(See Catering/Water Dispensers)

The Barcelona International Convention Centre provides vending services, consult your Project Manager.

Video conferencing

The Barcelona International Convention Centre has a videoconferencing service. If this service is required it must be requested at least one month in advance of the beginning of the event.

Consult your Project Manager or the audiovisual department.

Video Recording

The Barcelona International Convention Centre provides the organiser with the possibility of video recording their event; consult your Project Manager or the audiovisual department if you require more information.

Video Signage

(See appendix D – Building Plans)

The Barcelona International Convention Centre has a video signage system. This system consists of TFT screens at the doors of all the rooms, in the foyer of the Conventions Centre and in the connection walkway to the Forum building.

Consult the AutoCAD plans to see the exact location of these screens.

These screens can show an image of your logo or the programmes for each room, etc.

The file for your logo must be a jpeg,png or gif with a resolution of 1024x768 pixels.

VIP

(See Protocol/VIP)

VIP Room

(See appendix A/C – Site guide/Building Plans)

The Barcelona International Convention Centre has a VIP Room with independent access from the car park.

This room is located on Mezzanine floor 1 (M1), has views onto the plaza Forum, and has its own reception desk and toilets. Consult the technical specifications in Appendix A for more information.

Waste

(See Collection of Waste)

Waste collection

The organiser is responsible for the final collection of all the waste originating from your event. The cleaning service is exclusive to the Barcelona International Convention Centre, due to which the collection of waste must be contracted with the centre.

The space used by the stands must be returned free of any rubbish, with the constructor of the stand being responsible for removing all elements of the stand, once the event has finished.

Water and drainage

(See Plumbing Services)

The Multiuse Room (Exhibition Zone) has utility shafts in the floor with water supply (½" – Ø40) and drainage; consult the AutoCAD plans and the attached key in order to locate the utility shafts that provide this supply.

In locations where there are no water and drainage shafts the supply of these services will depend on the technical possibility of getting these to the position, and as such these are not guaranteed, with the cost of the necessary installations being paid by the organiser (hose, platforms, cable covers, etc.).

The water and drainage installations must be requested at least one month in advance of the event. The connection of the water and drainage supplies is exclusive to the Barcelona International Convention Centre and must be contracted obligatorily via the Centre's technical services.

Water dispensers

The Barcelona International Convention Centre can provide, on demand, and according to the needs of the event, water dispensers; these are refillable and can provide hot and/or cold water. Consult your Project Manager.

WC (Toilets)

(See Toilets)

Web

(See Links to the Website)

Web Services

(See Internet)

Welding

Under no circumstances is any type of welding work allowed without fire permissions; this permission can be obtained from the Barcelona International Convention Centre maintenance department, who will outline the conditions necessary to carry out the work. During welding work, the area must be sufficiently protected and all the conditions outlined by the centre's maintenance services must be complied with.

Welding work

(See Welding)

Wheelchair

(See Disabled Persons)

The Barcelona International Convention Centre has two wheelchairs, one in the convention centre building and the other in the Forum building; consult the first aid service, the security department or your Project Manager if you require these for your event.

WIFI

The Barcelona International Convention Centre has a WiFi network in the entire centre for connecting to the Internet.

To connect to the WiFi network, the client's computer must be equipped with a WiFi card, which supports the 802.11 b standard; if the computer is equipped with Intel Centrino then the Intel drivers must be used.

To connect to the network it is necessary to acquire an access code; this may be done automatically via an electronic gateway that appears automatically when the computer detects a WiFi network, or before the event, for which you will have to contact your Project Manager.

If an organiser so desires they can acquire WiFi access packets for those that come to their event.

Wireless Network

(See WiFi)